



Mental Health and Disability Services Redesign 2011

System Outcomes

Source: Adult Mental Health Workgroup

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The Iowa Mental Health and Disability Services system should:

- Help Iowans increasingly recognize, value, and respect individuals with mental illness or disabilities as active members of their communities.
- Provide each adult and child with timely access to the full spectrum of supports and services needed, including for those who have co-occurring disabilities.
- Offer a comprehensive, integrated, and consistent array of services and supports that are individualized, person-centered, flexible and culturally informed.
- Ensure that state and local policies and programs align to support the legislative vision of resiliency and recovery for Iowans with mental illness, and the ability of Iowans with disabilities to live, learn, work, and recreate in communities of their choice, thereby reducing Iowa's current reliance on high-cost institutional settings.
- Invest in people through appropriate training, salary and benefits to improve workforce and organizational effectiveness.
- Recognize and respect the ability of people (1) to make informed choices about their personal goals, about the activities that will make their lives meaningful, and about the amounts and types of services to be received; and (2) to understand the consequences of, and accept responsibility for, those choices.
- Ensure that individuals and families actively participate in service planning; in evaluating effectiveness of providers, supports and services; and in policy development.
- Encourage providers to use innovative thinking and progressive strategies that lead to better results for people.
- Provide adequate funding and cost effective management of supports and services that promote positive outcomes for Iowans.

Individual Outcomes:

- People make choices about their lives including with whom and where they live.
- People have support to participate in their communities.
- People have friends and relationships.
- People have support to find and maintain community integrated employment.
- People have transportation to get them where they need to go.
- People are safe from abuse, neglect, restraint, seclusion and injury.
- People receive the same respect and protections as others in the community.
- People secure needed health services and are supported to maintain healthy habits.
- People's medications are managed effectively and appropriately.
- People receive information about their disability and the services and supports they need in easily understood language.
- People are actively engaged in planning their services and supports.
- People are supported to be self-determining and to manage and direct their own services.
- People are supported to advocate for themselves.

Family Outcomes

- Families have equal access to needed services and supports, including crisis intervention and respite, regardless of where they live and the nature of their family member's disability.
- Families receive accurate and accessible information and counseling regarding the nature of their family member's disability and relevant services and community resources.
- Families have the information and support necessary to assist in the development of a plan for their family member.
- Families that choose to self-direct flexible budgets can do so (for families with children).
- Families receive supports necessary to keep the family together.
- Families get the services and supports they need to make a positive difference in their lives and the life of their family member with a disability.
- Families use integrated community services and participate in everyday community activities.
- Families are supported to maintain connections with family members with disabilities not living at home.